GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2102
ANSWERED ON:10.03.2016
Hike in Cancellation Charges
Ashok Kumar Shri K.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Air India has hiked ticket cancellation charges, if so, the details thereof;

(b) whether the cancellation charges range from Rs. 1,055 to Rs. 2,750 depending upon class of tickets, fare level and time before departure, if so, the details thereof;

(c) whether under the provision of existing regulations, airlines are free to establish reasonable fee/charges for the services being offered by them;
and

(d) if so, the details thereof?

Answer

Minister of State in the Ministry of CIVIL AVIATION
(Dr Mahesh Sharma)

(a) Yes, Madam. Air India has marginally hiked its cancellation charges effective 15.02.2016.
Cancellation Charges (All Inclusive) effective 15.02.2016 are attached at Annexure A, and Cancellation charges, as applicable prior to this revision are attached at Annexure B.

(b) Currently there are different fare levels and corresponding cancellation charges. Cancellation charges are applicable for Date change, Reissuance, Refund and No Show. The cancellation charges vary from Nil to Rs 2000 (All Inclusive) till 1 hour before departure, based on the class of tickets, fare level and time before departure . For Economy
class Apex fare, for cancellation less than 24 hours before departure, the basic fare and airline fuel charges are forfeited.

(c) Yes, Madam.

(d) Under the provision of-Sub Rule (1) of Rule 135 of Aircraft Rules 1937, airlines are free to fix reasonable tariff having regard to all relevan factors, including the cost of operation, characteristics of service, reasonable profit and the generally prevailing tariff.
Air fare so established by the airlines is published on their respective website under the provision of Sub Rule (2) of Rule 135, Aircraft Rules 1937.